Housing Authority of the County of San Bernardino
Building Opportunities Together

2026-2027

Language Access Plan

(Effective October 1, 2026)

2026-2027 Language Access Plan

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Language Access Plan Summary

Federal and HUD Guidelines

On August 11, 2000, President William Clinton signed Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency which took effect August 16, 2000, for the Enforcement of Title VI of the Civil Rights Act of 1964 – National Origin Discrimination Against Persons with Limited English Proficiency. The order stated, "each Federal agency shall work to ensure that recipients of Federal financial assistance provide meaningful access to their Limited English Proficiency (LEP) applicants and beneficiaries." Under the order, each federal agency was required to draft guidance specific to its recipients detailing general standards that would be applied.

In 2003, the United States Department of Housing and Urban Development (HUD) issued guidelines that were finalized on January 22, 2007. These guidelines apply to any recipient of HUD assistance including, but not limited to, public housing agencies and assisted housing providers.

Under the 2007 HUD Guidelines, recipients are required to make all of their programs accessible to LEP persons. The LEP persons included in the guidelines include persons seeking housing assistance, seeking supportive services to become first-time homebuyers, seeking housing-related social services, training, or any other assistance from HUD recipients, current tenants, or parents or family members of these persons. The types of services and LEP communities targeted are based on a 4 Factor Analysis which includes:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program.
2. The frequency with which LEP individuals come into contact with the program.
3. The nature and importance of the program, activity, or service provided by the program to people's lives.
4. The resources available to the grantee/recipient and costs.

Complaints of discrimination based on national origin due to failure to provide meaningful access filed with HUD will be investigated. Continued failure to provide meaningful access will result in the withdrawal of HUD funding.

Language Access Plan

Plan Statement

The Housing Authority of the County of San Bernardino (HACSB) is committed to its mission of empowering all individuals and families in need to achieve an enriched quality of life by providing housing opportunities and resources throughout San Bernardino County. In keeping with this mission, in 2005 HACSB adopted its first Language Access Plan (LAP) to ensure its programs and services are accessible to persons with limited English proficiency.

Identification of LEP Communities

LEP persons are those who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English[1]. When reviewing demographic data to analyze language assistance needs, it is important to focus on the languages spoken by those who are not proficient in English, and not simply individuals who speak multiple languages.

A 2026 review of the language proficiency of the residents of San Bernardino County revealed approximately 333,406 individuals who do not "speak English very well.[2]" Of the languages spoken by the residents of San Bernardino County, there are 11 languages that are spoken by the threshold population size of 5% or 1,000 persons. Those languages are:

Language	Number of Individuals in Population
Spanish	262,508
Chinese	30,492
Tagalog	11,457
Vietnamese	7,793
Korean	7,008
Arabic	6,366
Ilocano, Samoan, Hawaiian, or other Austronesian languages	2,427
Thai, Lao, or other Tai-Kadai languages	1,630
Hindi	1,487
Urdu	1,222
Other Asian Languages	1,016

While there are 10 languages in the population that meet the HUD thresholds, the frequency of contact with LEP individuals who speak languages other than Spanish is limited. HACSB's local annual analysis shows that the total client contact with LEP clients who do not speak Spanish is less than 1% of HACSB's program population as detailed below.

[1] January 22, 2007 HUD Guidance – Who is a Limited English Proficient Individual?

[2] U.S. Census Bureau – 2024 American Community Survey 1-Year Estimates – Languages Spoken at Home by Ability to Speak English for the Population 5 Years and Over.

Language Assistance
July 2025 - June 2026

Total HACSB Participants and Applicants **205,503**

Languages	# of Times Served	% of HACSB Total
Spanish	70	0.03%
Vietnamese	20	0.01%
Korean	2	0.00%
Total	92	0.04%

Services	# of Times
Client Interpreter	4
Meeting	1
Oral - Document Interpretation	5
Oral - Telephone	47
Oral - Visitor	33
Written	2
Total	92

Based on this analysis, Spanish continues to reflect the highest frequency and primary language of our LEP clients, therefore noticing and written translations should continue to be completed in Spanish. LEP clients who speak other languages and who contact HACSB for service will still be provided access to programs and services through oral interpretation.

Language Assistance Measures

HACSB serves the LEP community with language assistance services for the Housing Choice Voucher (HCV), Public Housing (PH) programs and Authority-owned properties.

Oral Interpretation Services

HACSB serves LEP persons with oral interpretation services that include, but are not limited to, the following services:

- Bilingual Staff – Spanish, Tagalog, and Vietnamese[3].
- Free interpretation services offered through contract vendor.
- Special HCV and PH Briefings offered to LEP clients.
- LEP persons are allowed to use interpreters of their own choosing who are 18 years of age or older.

Accessibility to Vital Program Documents

HACSB will provide language assistance of documents determined to be "vital" to assist with access to HACSB's housing programs by LEP persons. The Vital Documents list is included as Attachment A and was developed with consideration of the applicable State of California and Fair Housing Laws.

Oral interpretation services will be used for all documents that have not been translated. Individualized documents containing important information will include noticing that language

[3] Bilingual HACSB Staff are tested for accuracy using an independent third-party. New employees are subject to independent testing before serving as bilingual employees. Please see Attachment B.

assistance services are available free of charge and oral interpretation services will be provided by bilingual employees and/or a contracted telephone vendor.

Expand Accessibility Services to the Authority-Owned Portfolio

HACSB will expand the Language Assistance services to its Authority-Owned portfolio with the use of Spanish bilingual employees at property offices, telephonic interpretation services, and noticing through posters in property offices and "I Speak" cards for clients to self-identify as an LEP person and the language in which they are comfortable communicating.

Accessibility to Non-Vital Programs

All housing related programs are considered vital to participants and the public. Other programs not directly related to housing or that may affect someone's right to housing are considered non-vital. While the accessibility to non-vital programs is important, it is not subject to the same standards as housing programs. HACSB programs that are considered non-vital include:

- Section 3
- Family Empowerment Services
- Procurement

LEP assistance in accessing these programs will be offered through the use of bilingual employees and cost-effective written translation programs available through the internet. Notice of these services will be provided on program documents issued to participants and the public.

Notice of Language Assistance Services

HACSB will provide notice of the availability of its LEP Services free of charge. The notices include:

- Interpretation Service Posters in all offices.
- Spanish available on the automated phone system.
- "I Speak" cards available for clients to self-identify at all offices.
- Interpretation Service Notice added to the HACSB website, community notices, public notices, and other identified communications.
- Notices in local ethnic media.
- Language Access Plan available on the HACSB website and at all offices.

Implementation and Training

Persons Charged with Plan Implementation

While all HACSB employees are responsible for ensuring LEP persons are provided adequate access to our information, programs and resources, there are key individuals who specifically have the responsibility of implementing and monitoring this Language Access Plan.

The Language Access Coordinator is responsible for ensuring the agency adheres to the plan and procedures to provide meaningful access. This person is responsible for the oversight, performance, and implementation of the plan. The Language Access Coordinator is also responsible for performing the annual plan evaluation and analyzing the survey responses and complaints of LEP persons as part of the evaluation process. The Language Access Coordinator is the Senior Management Analyst of HACSB.

The Director of Housing Services is responsible for implementing the Language Access Plan for the Housing Choice Voucher Programs. The Director of Housing Communities is responsible for implementing the Language Access Plan for the Affordable (Public) Housing Program, Project Based Voucher housing sites and Authority Owned portfolio.

Training

All HACSB employees may at one time or another come into contact with either a participant or member of the public who may be an LEP person. All HACSB employees are trained on the following items:

- LAP policies and procedures.
- Types of services available to assist LEP persons.
- How to respond to LEP callers.
- How to respond to LEP visitors.
- How to respond to written communication from LEP persons.
- How to access oral interpretation and written translation services.
- How to work effectively with interpreters.
- How to record and document language assistance services provided to clients.

Staff who serve as Bilingual Employees are also trained on the following items:

- Interpreter Standards for HACSB Bilingual Employees.
- How to record and document language assistance services provided to clients.

Monitoring and Updating the Plan, Policies, and Procedures

HACSB's Language Access Plan is monitored annually by the Language Access Coordinator. The LAP Coordinator reviews:

- Languages in San Bernardino County that meet the threshold requirements.
- Languages most frequently used by program participants and public contacts.
- Implementation status.
- Effectiveness of services.
- The availability and cost of providing additional services.

Upon completion of the annual review, updates and revisions of the Language Access Plan are approved by the Executive Director.

Languages in San Bernardino County

To evaluate the languages in San Bernardino County that meet the threshold requirements, information is obtained from the U.S. Census Bureau, community-based associations, and any other resources available.

Languages Most Frequently Used by Program Participants and Public Contacts

To determine the languages most frequently used by program participants and public contacts, HACSB reviews data recorded in the client management system, by bilingual employees, and by site-level Language Assistance Designees. The data is analyzed annually to determine the frequency and types of services being used. Reviewed data includes:

- Primary language used by person who contacted HACSB.
- Type of assistance provided during encounter.
- LEP persons choice to use own interpreter and age of interpreter.
- Number of LEP persons served.

This information will not only identify the languages HACSB comes into contact with most frequently but also assists with evaluating the effectiveness of the services provided.

Implementation Status

The status of implementing the services will be evaluated and adjusted as necessary annually.

Effectiveness of Service

HACSB's efforts will be monitored annually for effectiveness in providing meaningful access to housing programs. The effectiveness will be evaluated based on annual customer service surveys and any responses received through the Feedback Process available to the public.

The Feedback Process will allow any member of the public, participant, or past participant to submit comments regarding the Language Access Services provided by HACSB. The comment form will be available on the HACSB website and at all HACSB offices. The comments will be

submitted to the Language Access Coordinator for review and follow up with the appropriate personnel, or adjustments to the plan.

Availability and Cost of Providing Additional Services

Each year, the Language Access Coordinator will research and solicit ideas for new ways to serve LEP persons. An evaluation of the availability, cost, and potential effectiveness of the additional services will be performed and adjustments to the plan will be recommended accordingly.

Attachment A

Vital Documents

HACSB has developed a list of documents that are vital to the access of LEP persons to HACSB's housing programs. This list was developed with consideration of the applicable laws of the State of California and Fair Housing laws. Documents have also been identified that may contain important information and contain noticing of HACSB language access services and how to obtain services.

Briefing Packets –MTW, Non-MTW, and Special Programs

- Program Overview
- Applying for HUD Housing Assistance –Consequences of Fraud
- Calculating Your Assistance
- Census Tract Map
- Certification/Acknowledgement of Receipt
- Documents for your Use and to be Returned
- Family Obligations Agreement or Voucher
- HACSB HAP Contract –Part C: Tenancy Addendum
- Individual Training and Services Plan Goal –Planning Questionnaire
- Payment Standards
- Questions and Answers Quiz
- Request for Extension and Record of Contacts
- Request for Reasonable Accommodation
- Request for Tenancy Approval and Ownership Document Packet
- Special Program –Payment Standards
- Utility Allowance Schedule
- Zero Tolerance Fraud Policy

Housing Services

- Acknowledgement of Program Violations
- Certification of Disability
- Information Request Notice
- Conditional Termination Letter
- Criminal History Background Information Letter
- HCV Debts Owed
- Notice of Change to Lease and Contract
- Informal Hearing Letter
- HAP Contract
- Over Income Notice
- Zero HAP Notice
- Privacy Act
- Program Termination Letter
- Notice to Family (End of Term Letters)
- Zero Income Letter
- Section 214 Verification Consent
- Repayment Agreement
- Release of Information
- List of Non-Contending Members
- Disclosure Questionnaire and Supplement
- Hardship Request
- Hardship Determination
- Reasonable Accommodation Request
- Reasonable Accommodation Response
- VAWA Documents
- Intake Certification Letters – waitlist selection
- Eligibility Denial Letter
- Tenant Portion Notice (TBV and PBV)

RAD Project Base Voucher/Public Housing

- Acknowledgement of Program Violations Applicant Correspondence
- Application Needs Letter
- Application Removal Letter
- Unit Offer Letter
- Criminal History Background Info
- Eligibility Briefing Letter
- Disclosure Questionnaire and Supplement
- Debts Owed form
- Privacy Act and Release of Information
- Grievance Procedure Policy
- Request for Settlement Conference (PH)
- List of Non-Contending Members
- Section 214 Verification Consent
- Holding Deposit Agreement
- Hardship Request
- Hardship Determination
- Reasonable Accommodation Request
- Reasonable Accommodation Response
- VAWA Documents
- Zero HAP and over-income notice
- Notice to terminate tenancy
- Program Termination Notices
- Disclosure of interim changes
- Notice to pay rent or quit
- Compliance appointment letter
- Lease agreement with all addendums
- Compliance Interview Appointment Notice
- Notice of contract change
- Conditional Termination Letter
- Intake Certification Letters – waitlist selection

HOPE Program

- Requirements & Obligations
- Documentation Submission Letter
- HOPE NE Letter
- HOPE Recertification Appointment Letter
- Voluntary Termination Letter

Translated Documents Available from HUD and Other Sources

- Authorization for the Release of Information/Privacy Act Notice HUD-9886-A
- Are You a Victim of Housing Discrimination HUD 903.1
- Protect Your Family From Lead in Your Home EPA-747-K-12-001
- Voucher HUD-52646
- Housing Assistance Payments Contract HUD-52641
- Request for Tenancy Approval HUD-52517
- PBV Tenancy Addendum HUD-52530-C
- Tenancy Addendum Section 8 Tenant-Based Assistance Housing Choice Voucher Program HUD-52641
- Statement of Homeownership Obligations Housing Choice Homeownership Program HUD 52649
- Family Self-Sufficiency Contract HUD-52650
- Notice of Occupancy Rights Under the Violence Against Women Act HUD-5380
- Certification of Domestic Violence, Dating Violence, Sexual Assault, Stalking, and Alternative Documentation HUD-5382
- Emergency Transfer Request for Certain Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking HUD-5383
- A Good Place to Live HUD-593-PIH

Attachment B

Bilingual Program

Eligibility: Full or Part-time employees in designated positions who successfully pass the Bilingual Skill Assessment, are eligible to participate in the Bilingual Pay Program.

Designated Positions: Positions which require direct contact with current or potential clients are "Designated" Positions. Additional positions may be designated in the Administrative Office, as required, to provide sufficient bi-lingual support services.

Bilingual Skill Assessment: Effective January 1, 2012, all eligible personnel will be assessed (or reassessed) for:

- Proficiency in speaking and understanding the spoken Spanish and/or Vietnamese Languages.
- Effective communication with sign language.

Newly hired employees in designated positions will be assessed at the time of hire.

Bilingual Pay Incentive: Eligible employees who successfully pass the Bilingual Skill Assessment will receive the following incentive pay:

Defined	Full Time	Part Time
• Speak and understand the spoken language; and/or • Communicate effectively with sign language	$45.00 Per pay period	$25.00 Per pay period